

Lynsey Courtenay and Linda Gibb

Outline of measures DWP has in place to identify and act on issues of concern regarding their customers



The Department for Work and Pensions (DWP)

The Department for Work and Pensions (DWP) is responsible for **welfare, pensions and child maintenance policy**

DWP administers State Pension and a range of working age, disability and ill health benefits to around **20 million claimants and customers both in the UK and abroad**

As the UK's biggest public service, **DWP employs over 100,000 people** in over 700 sites across the UK

Our mission at DWP is to improve people's quality of life, now and in the future



How every Job Centre supports their customers

Place based approach involving

- Extensive partnership working across Edinburgh and Scotland wide
- Stakeholder and customer feedback
- Use of Flexible support fund
- District Provision Tool

Staff continuous learning and development journey :

- Safeguarding
- Professional Curiosity
- Trauma informed approach

DWP Specialist Job Roles

- Prison Work Coaches in every Scottish Prison
- Disability Employment Adviser in every Job Centre and in 4 GP practices
- Youth Work Coaches
- Customer Additional needs model. A work coach builds up additional knowledge i.e. job shadowing Crisis / outreach Rock Trust

When more than business as usual is required ? What is Advanced Customer Support?





ACSSLs - Geographical Alignment



David Hemphill – SWS / ES / CS

Argyll & Bute	Kirkintilloch	Bereavement Benefit	Prevent
Inverclyde	Johnstone		Police
East Dunbartonshire	Paisley		
West Dunbartonshire	Renfrew		
Renfrewshire	Clydebank		
North Lanarkshire	Dumbarton		
	Airdrie		
	Bellshill		
	Cumbernauld		
	Motherwell		
	Campbeltown		
	Dunoon		
	Helensburgh		
	Oban		
	Rothesay		
	Greenock		



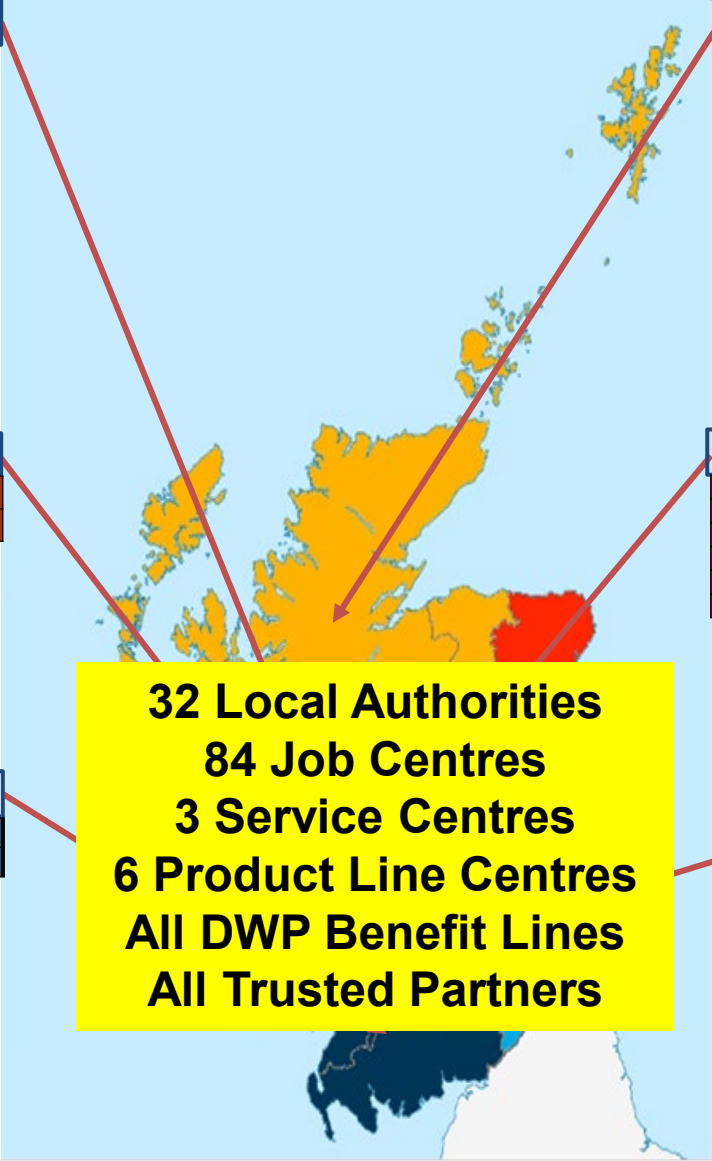
Ray Robertson – Central (CS)

East Renfrewshire	Barrhead	Milton	Pension Credit	Domestic Abuse
Glasgow City	Castlemilk		DRS	Housing
	Drumchapel			
	Govan			
	Laurieston			
	Newlands			
	Partick			
	Shettleston			
	Springburn			



Gillian Quigley– South West (SWS)

Dumfries & Galloway	Annan	Dundas	CFCF	Devolution
East Ayrshire	Dumfries		State Pension	MSHT
North Ayrshire	Stranraer			
South Ayrshire	Cumnock			
South Lanarkshire	Kilmarnock			
	Irvine			
	Kilbirnie			
	Saltcoats			
	Ayr			
	Girvan			
	Cambuslang			
	East Kilbride			
	Hamilton			
	Lanark			
	Rutherglen			



32 Local Authorities
84 Job Centres
3 Service Centres
6 Product Line Centres
All DWP Benefit Lines
All Trusted Partners

acssl.escalationscotland@dwp.gov.uk

Official

Kathleen Dickie – North (NS)

Highland	Dingwall	Visiting	Maggies (Cancer)
Moray	Fort William		
Orkney	Invergordon		
Outer Hebrides	Inverness		
Shetland	Portree		
Aberdeen City	Wick		
Aberdeenshire	Buckie		
	Elgin		
	Forres		
	Kirkwall		
	Stornoway		
	Lerwick		
	Aberdeen		
	Banff		
	Fraserburgh		
	Peterhead		



Jane Alders – North East (NES)

Angus	Arbroath	Dundee	Retirement Services
Dundee City	Forfar		
Fife	Montrose		
Perth & Kinross	Dundee city		
Clackmannanshire	Cowdenbeath		
Stirling	Cupar		
	Dunfermline		
	Glenrothes		
	Kirkcaldy		
	Leven		
	St Andrews		
	Blairstown		
	Perth		
	Alloa		
	Stirling		



Linda Gibb – East (ES)

East Lothian	Musselburgh	CMG	Prisons
Edinburgh City	High Riggs		Housing
Falkirk	Leith		
Midlothian	Wester Hailes		
West Lothian	Falkirk		
Borders	Grangemouth		
	Dalkeith		
	Penicuik		
	Bathgate		
	Livingston		
	Eyemouth		
	Galashiels		
	Hawick		





Delivering Advanced Customer Support

Across 2024-2025 UK

DWP Visiting Service received **189,054** referrals.

ACSSLs and their support teams assisted **10,830** customer cases.

75 IPR referrals were received, of which **53 met the criteria** and were accepted for an IPR.



DWP

- Questions ?